

CMS has restructured the QIO Program from its historical 53 contracts, in which each QIO performs both case review and quality improvement support for each state or territory. In the new structure, case review and quality improvement functions are performed by different contractors and the contract periods are extended from 3 to 5 years.

Now, one group of QIOs will handle complaints while another group will provide technical assistance to support providers and suppliers. The Beneficiary and Family Centered Care Quality Improvement Organizations will manage all beneficiary complaints and quality of care reviews. Quality Innovation Network QIOs will be responsible for working with providers and the community on multiple, data-driven quality initiatives to improve patient safety, reduce harm and improve clinical care at their local and regional levels.

As of August 1, 2014, KEPRO will be the new Beneficiary and Family Centered Care Quality Improvement Organization for the state and will work to protect the quality and safety of care delivered to Medicare beneficiaries.

Beginning *Friday, August 1, 2014*, healthcare providers and Medicare beneficiaries must contact **KEPRO** toll-free at 1.855.408.8557 for all appeal requests and Quality of Care concerns. All outstanding Higher-Weighted DRG medical record requests after July 31, 2014, should be mailed to:

**KEPRO**  
**5201 West Kennedy Boulevard, Suite 900**  
**Tampa, FL 33609**

To avoid processing delays and errors, please continue submitting cases and requests to **Telligen** through *Thursday, July 31, 2014* using your current process.

If a patient's case is currently under review or in process, please be assured that every effort has been made to ensure a seamless transition for Medicare beneficiaries with no disruption in case review services.

The announcement of the QIN QIOs will be made later this month. QIOs will continue to engage, with and have access to, participating local communities and providers but will not be limited to state boundaries in ensuring quality of care. The redesign of the QIO Program will not lessen the contractual obligations of the QIOs to meet the local needs of their constituents, regardless of geographic factors that are unique to care in their service areas.

A list of the current BFCC-QIOs and QIN-QIOs for your area, and their contact information, are located at [QIOProgram.org](http://QIOProgram.org). More information on the QIO Program can be found at [QIOProgram.org](http://QIOProgram.org) or by contacting 1-800-MEDICARE.

Effective August 1, 2014, KEPRO will be the Beneficiary and Family Centered Care Quality Improvement Organization (BFCC-QIO) in the Centers for Medicare & Medicaid Services (CMS) Areas 2, 3 and 4. Healthcare providers and Medicare beneficiaries should use the contact information below, or visit [www.keproqio.com](http://www.keproqio.com) for additional information.

CMS Area	Address	Local Phone Numbers	Toll-free Phone Number	Fax Numbers
<b>Area 2:</b> DC, DE, FL, GA, MD, NC, SC, VA, WV	KEPRO 5201 W. Kennedy Blvd., Suite 900 Tampa, FL 33609	813-280-8256	844-455-8708	844-834-7129
<b>Area 3:</b> AL, AR, CO, KY, LA, MS, MT, NM, ND, OK, SD, TN, TX, UT, WY	KEPRO 5700 Lombardo Center Dr., Suite 100 Seven Hills, OH 44131	216-447-9604	844-430-9504	844-878-7921
<b>Area 4:</b> IA, IL, IN, KS, MI, MN, MO, NE, OH, WI	KEPRO 5201 W. Kennedy Blvd., Suite 900 Tampa, FL 33609	813-280-8256	855-408-8557	844-834-7130

\*TTY users in CMS Areas 2, 3 and 4 should call 855-843-4776.

